



# OWCA

annual report 2004



LOUISIANA WORKS™  
DEPARTMENT OF LABOR

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## EXECUTIVE SUMMARY

In 2004, under new leadership, the Office of Workers' Compensation Administration (OWCA) stressed quality management in its efforts to accomplish major improvements in the workers' compensation system for the present and in the future. It embraces the team concept, which leads to the implementation of new overall goals for the office.

- Formulate timely administrative rules, statutory laws and internal office processes and procedures to effectively and efficiently serve our customers.
- Improve the image by communicating effectively internally and externally OWCA's services and commitments to our customers.
- Maintain and enhanced knowledgeable staff through training opportunities to administer the OWCA.
- Improve staff morale by recognizing staff accomplishments seeking an administrative commitment for competitive salaries, for similar duties and providing a comfortable and adequate working environment.
- Improve interaction between programs in the district offices and administrative offices.

The OWCA still remains focused on the prevention of workplace injuries and illnesses. It continues to make significant progress in serving its many customers. The office improved its internal technology, resulting in better customer service across the state.

The Workplace Safety section identified 2,944 safety and health hazards and of this number 1,392 were serious hazards. The section conducted 1,500 on-site visits. The unit also awarded 11 Cost Containment Program ([CCP](#)) certificates and participated in some 6 Safety and Health Achievement Recognition Program (SHARP) awards for Louisiana employers. The unit also distributed thousands of quarterly safety reports (LDOL-WC-1017-A) which identify employers who are experiencing above-average injuries for their industry classification.

In 2004, the Hearings section continued to effectively manage disputed workers' compensation claims and assist parties in resolving their disputes. The section received 6,503 disputed claims in 2004, a decrease of 44 disputed claims from 2003. Through efforts of the section, 1,919 trials were held in 2004, compared to 1,961 in 2003, which represents a 2 percent decrease. Four thousand seven hundred twenty-five settlements were also approved in 2004.

The Medical Services section continued to process disputed medical claims in less than 30 days from date of receipt. In 2004 the average time to schedule an independent medical exam (IME) was 2.7 days. The section received 324 disputed medical reimbursement claims, an increase of 1 percent for the same period in 2003, and handled an average of 70 independent medical examinations IME(s) and medical disputes per month in 2004.

The Records Management section responded to more than 4,574 requests for public information, with a response time of less than three days. In 2004, 40,998 workers' compensation reporting claim forms were reported to the section, a decrease of only 6 percent from the previous year. The preliminary number of workers' compensation reporting claim forms processed increased by 72 percent. A significant increase in the number of electronic LDOL-WC-1007 forms filed was reported in 2004. These forms increased by only 8 percent in 2003; however, in 2004, they increased by 52 percent, which indicates more customers are utilizing the filing of workers' compensation reporting claim forms online.

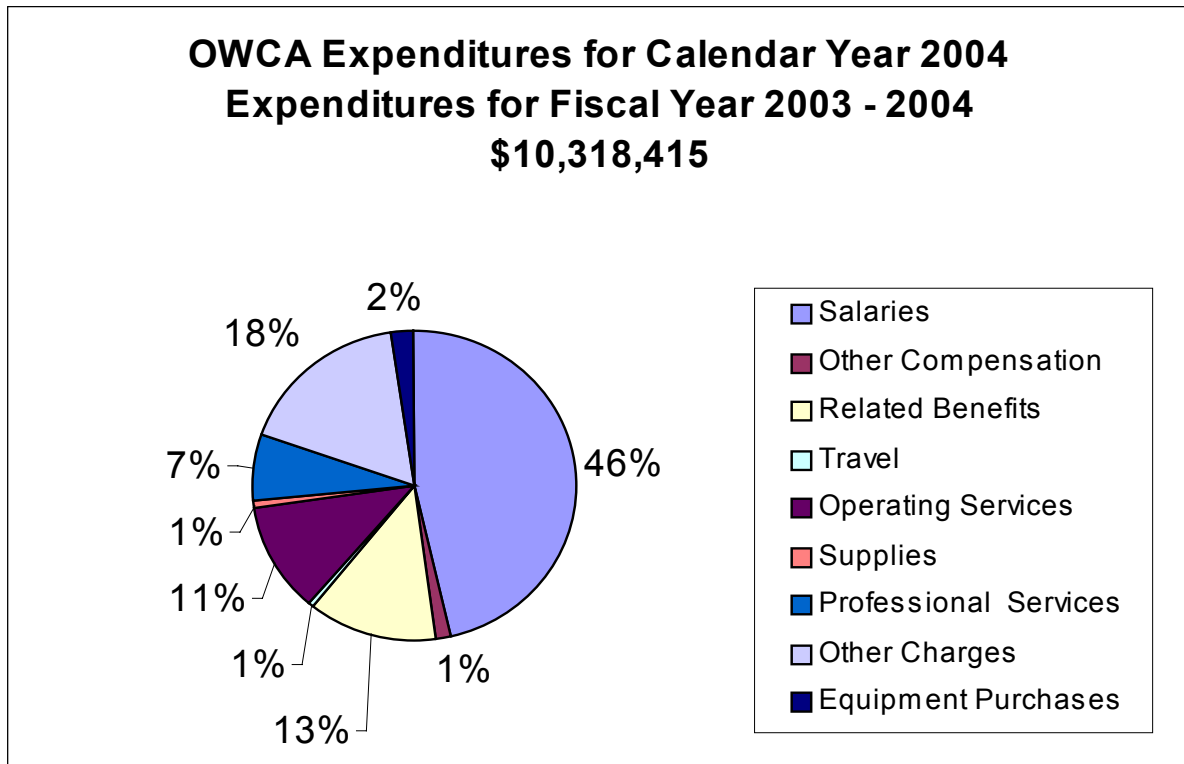
The Finance and Compliance section received and approved applications for self-insured status, examined statutory compliance regarding workers' compensation coverage, and conducted on-site audits. In 2004 within the state, 532 companies were approved to be self-insured. Some 567 insurance companies were authorized to sell workers' compensation insurance.

## INTRODUCTION

The Louisiana Office of Workers' Compensation Administration (OWCA) was created in 1983 in order to administer the Louisiana Workers' Compensation Act. The office exercises its authority under Chapter 10 of Title 23 of the Louisiana Revised Statutes.

### **The Office of Workers' Compensation Administration Budgeted Expenditures – 2004**

The assessment rate for fiscal year 2003–2004 decreased .21 percent over the previous fiscal year. The decrease was due to an increase in the tax base by \$135 million.



## **ADMINISTRATION**

The OWCA offers numerous services to the employees and employers of Louisiana. Currently, the office's sections are Administrative, Finance and Compliance, Fraud, Hearings, Information Systems, Legal, Medical Services, Records Management, Second Injury Fund, and Workplace Safety.

### **ADMINISTRATIVE SECTION**

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Karen Reiners Winfrey, Assistant Secretary/Director

The OWCA is headed by an Assistant Secretary of Labor, who is also Director of the office. The Director is appointed by and serves at the pleasure of the Governor.

The telephone number for the Administrative section is (225) 342-7561. The FAX number is (225) 342-5665. The email address for the director is [kwinfrey@ldol.state.la.us](mailto:kwinfrey@ldol.state.la.us).

### **FINANCE AND COMPLIANCE SECTION**

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Preston (Petty) Pecue, Manager

The Finance and Compliance section evaluates and approves or disapproves applications for self-insured status, examines statutory compliance regarding workers' compensation coverage, and conducts audits of benefits paid by insurance companies, group self-insured funds and individual self-insurers. The total assessment amount increased from \$10,518,000 in assessment year 2003 to \$10,985,835 for assessment year 2004, which represents a 4 percent increase.

The telephone numbers for the Finance and Compliance section are (800) 201-3448 or (225) 342-5658. The FAX number is (225) 342-7578. The email address for its manager is [ppecue@ldol.state.la.us](mailto:ppecue@ldol.state.la.us).

### **FRAUD SECTION**

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Kaye Fournet, Manager

The Fraud section detects and deters workers' compensation fraud and educates the public about the penalties for workers' compensation fraud. It conducts investigations within 30 days of reported workers' compensation fraud. The Fraud Section provides resources to employers and insurers to increase their awareness of potentially fraudulent claims and offers guidance to avoid future instances of fraud. These resources include training seminars, the promotion of the use of written and electronic material, with its nationwide toll-free fraud hotline (800) 201-3362, as well as Internet resources to report suspected fraud directly to the office.

The telephone number for the Fraud section is (225) 342-7558. The FAX number is (225) 342-1880. The email address for its manager is [kfournet@ldol.state.la.us](mailto:kfournet@ldol.state.la.us).

### **HEARINGS SECTION**

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Sheral Kellar, Manager

The Hearings section's primary duty is to resolve and/or adjudicate disputed workers' compensation claims filed with the Office of Workers' Compensation Administration. A claim for benefits, the controversion of entitlement to benefits, or other relief under the Workers' Compensation Act is initiated by filing the appropriate form ([LDOL-WC-1008](#)) with the office.

There are ten district offices located statewide: [Alexandria](#), [Baton Rouge](#), [Covington](#), [Harvey](#), [Houma](#), [Lafayette](#), [Lake Charles](#), [Monroe](#), [New Orleans](#), and [Shreveport](#).

The telephone numbers for the main office of the Hearings section are (800) 201-2499 or (225) 342-7970. The FAX number is (225) 342-4790. The email address for its manager is [skellar@ldol.state.la.us](mailto:skellar@ldol.state.la.us).

## **INFORMATION SYSTEMS SECTION**

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Larry White, Manager

The Information Systems section is a support section for the OWCA. The primary function of this unit is to support the PCs on a statewide network. The network utilizes Windows NT software and consists of 170 PCs. The introduction of imaging technology throughout the OWCA was completed in 2003.

The telephone numbers for the Information Systems section are (800) 201-2498 or (225) 342-7574. The FAX number is (504) 342-7562. The email address for its manager is [lwhite@ldol.state.la.us](mailto:lwhite@ldol.state.la.us).

## **LEGAL SECTION**

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The Legal section serves in an advisory capacity to the Director and the office staff in legal matters falling under the jurisdiction of the OWCA. It also represents the OWCA in all matters in which the Director or the office are named. It also represents the State of Louisiana in defending constitutional challenges to the workers' compensation statutes and procedures.

The telephone numbers for the Legal section are (800) 201-3405 or (225) 342-7557. The FAX number is (225) 342-7593.

## **MEDICAL SERVICES SECTION**

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Sue Newman, R.N.

The Medical Services section enforces the reimbursement schedule, audits specific medical bills, schedules independent medical examinations (IMEs), and reviews files for medical necessity of treatment.

All disputes presented to the section are informally resolved by issuance of a recommendation by the Director of the OWCA.

The telephone numbers for the Medical Services section are (800) 201-2494 or (225) 342-7559. The FAX number is (225) 342-9836. The email address for Medical Services is [snewman@ldol.state.la.us](mailto:snewman@ldol.state.la.us).

## **RECORDS MANAGEMENT SECTION**

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Brenda D. Williams, Manager

The Records Management section is a support section for the OWCA. The section publishes the OWCA Annual Report, which highlights accomplishments of the OWCA in a given year and offers statistical information concerning workplace injuries and illnesses. It provides OWCA reporting forms, as well as instructions for their completion, by means of electronic filing on the LDOL website ([www.LAWORKS.net](http://www.LAWORKS.net)). The section responds to public record requests. It also

serves as a repository for workers' compensation records and oversees the imaging of records of the office. In addition, the section provides copies of those records that are considered public records, whether on microfilm, electronically imaged, or on paper.

The telephone numbers for the Records Management section are (800) 201-3457 or (225) 342-5662. The FAX numbers are (225) 342-7582 and (225) 342-3539. The email address for its manager is [bwilliams@ldol.state.la.us](mailto:bwilliams@ldol.state.la.us).

## **SECOND INJURY FUND**

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Joe San Marco, Manager

The Second Injury Fund (SIF), is an employer/insurer funded program, whose purpose is to encourage the employment of physically handicapped individuals with a pre-existing permanent partial disability that is a hindrance or obstacle to obtaining employment. The SIF promotes the hiring of these individuals by protecting employers/insurers from excess liability for workers' compensation. The SIF reimburses employers/insurers for the medical and compensation costs paid to employees who have met the statutory qualification. The SIF provides an economic incentive to employers to hire or rehire individuals with pre-existing disabilities. The SIF provides online claim status to employers and insurers. In addition, the SIF makes electronic fund transfer ([EFT](#)) options available to employers.

The telephone numbers for the Second Injury Fund section are (800) 201-2493 or (225) 342-7866. The FAX number is (225) 219-5968. The email address for its manager is [jsanmarco@ldol.state.la.us](mailto:jsanmarco@ldol.state.la.us).

## **WORKPLACE SAFETY SECTION**

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Willis E. Callihan, Director

The Workplace Safety section provides voluntary and confidential workplace inspections, on-site training and program assistance to employers in the state. The section administers the Cost Containment Program ([CCP](#)), which offers eligible employers the opportunity to lower their workers' compensation insurance premiums. The section is responsible for distribution and processing of quarterly reports ([LDOL-WC-1017A](#)) which identifies employers who are experiencing above-average injuries for their industry classification. The report is due one month from the quarter reported. In addition, the section provides on-site facility inspections to identify hazards and assess program elements to ensure compliance with workplace safety provisions.

The telephone numbers for the Workplace Safety and Consultation section are (800) 201-2495 or (225) 342-9601. The FAX number is (225) 342-5158. The email address for its manager is [wcallihan@ldol.state.la.us](mailto:wcallihan@ldol.state.la.us).



## **OWCA's SECTIONS' ACTIVITY, 2000-2004**

The following tables give details of the activities of the OWCA sections for the years 2000-2004:

Section 1     [Workers' Compensation Claims, 2000-2004](#)

Section 2     [Hearings](#)

[Number of Disputed Claims Received by OWCA Offices, 2000-2004](#)

[Number of Mediations Held by OWCA Offices, 2000-2004](#)

[Number of Trials Held by OWCA Offices, 2000-2004](#)

[Number of Decisions Rendered by OWCA Offices, 2000-2004](#)

[Number of Settlements Approved by OWCA Offices, 2000-2004](#)

[Number of Appeals Filed by OWCA Offices, 2000-2004](#)

Section 3     [Medical Services](#)

[Estimated Amounts for Hospital Outliers \(Special Reimbursements\), 2000-2004](#)

[Estimated Amounts for Medical Reimbursement Disputed Claims, 2000-2004](#)

Section 4     [Records Management, 2000-2004](#)

Section 5     [Second Injury Fund, 2000-2004](#)

Section 6     [Workers' Compensation Fraud Claims, 2000-2004](#)

Section 7     [Workplace Safety, 2000-2004](#)

# AN OVERVIEW OF OWCA CLAIMS AND SECTIONS' ACTIVITIES, 2000-2004

WORKERS' COMPENSATION CLAIMS (Section #1)										
Year	Undisputed Claims Processed		Disputed Claims		Claims Closed			Claims Settled		
2000	19,768		7,103		8,527			3,652		
2001	15,684		6,719		6,738			4,997		
2002	12,680		7,056		4,764			3,849		
2003	10,365		6,547		*5,771			4,739		
2004	*17,798		6,503		*8,315			4,725		
HEARINGS (Section # 2)										
Year	Disputed Claims Filed		Mediation Sessions Held		Claims Resolved at Mediation or Prior		Trials Held	Formal Decisions	Appeals Filed	Settlements Approved
2000	7,103		4,861		1,143		1,066	761	194	3,652
2001	6,719		5,919		1,055		1,679	1,231	289	4,997
2002	7,056		4,554		1,800		1,317	1,007	226	3,849
2003	6,547		5,271		2,227		1,961	1,568	308	4,739
2004	6,503		5,121		2,162		1,919	1,657	203	4,725
Number of Disputed Claims Received by OWCA Offices										
Year	1W Shreveport	1E Monroe	2 Alexandria	3 Lake Charles	4 Lafayette	5 Baton Rouge	6 Covington	7 Harvey	8 New Orleans	9 Houma
2000	510	464	734	1,280	553	896	664	741	798	463
2001	601	363	624	563	738	754	723	930	989	434
2002	585	415	649	590	724	959	743	959	956	476
2003	504	363	733	622	650	780	776	712	886	521
2004	563	411	592	661	699	682	699	768	853	575
Number of Mediations Held by OWCA Offices										
Year	1W Shreveport	1E Monroe	2 Alexandria	3 Lake Charles	4 Lafayette	5 Baton Rouge	6 Covington	7 Harvey	8 New Orleans	9 Houma
2000	325	227	521	848	554	530	486	479	531	358
2001	377	488	636	801	592	645	646	685	695	354
2002	328	305	505	517	520	503	501	454	499	422
2003	519	348	448	698	511	662	624	441	561	459
2004	433	292	692	725	627	305	514	626	468	439
Number of Trials Held by OWCA Offices										
Year	1W Shreveport	1E Monroe	2 Alexandria	3 Lake Charles	4 Lafayette	5 Baton Rouge	6 Covington	7 Harvey	8 New Orleans	9 Houma
2000	123	202	203	210	289	156	368	431	226	218
2001	99	162	159	174	240	151	172	215	128	179
2002	55	97	144	89	193	134	143	180	147	135
2003	120	125	172	154	214	177	209	291	246	253
2004	240	131	151	193	252	148	209	198	240	157
Number of Decisions Rendered by OWCA Offices										
Year	1W Shreveport	1E Monroe	2 Alexandria	3 Lake Charles	4 Lafayette	5 Baton Rouge	6 Covington	7 Harvey	8 New Orleans	9 Houma
2000	19	63	73	72	121	38	99	144	97	37
2001	54	146	124	117	196	111	123	143	124	93
2002	12	82	126	69	154	119	97	125	122	101
2003	93	109	137	127	201	170	159	217	184	171
2004	230	106	112	160	226	142	170	180	203	128
Number of Settlements Approved by OWCA Offices										
Year	1W Shreveport	1E Monroe	2 Alexandria	3 Lake Charles	4 Lafayette	5 Baton Rouge	6 Covington	7 Harvey	8 New Orleans	9 Houma
2000	376	176	390	297	535	404	349	424	476	225
2001	568	445	543	374	641	487	454	587	580	318
2002	400	310	381	419	505	311	365	496	422	240
2003	457	407	488	442	648	218	553	555	601	370
2004	503	400	527	453	687	155	535	542	581	342
Number of Appeals Filed by OWCA Offices										
Year	1W Shreveport	1E Monroe	2 Alexandria	3 Lake Charles	4 Lafayette	5 Baton Rouge	6 Covington	7 Harvey	8 New Orleans	9 Houma
2000	45	46	88	49	67	69	78	78	70	58
2001	17	13	41	26	31	34	47	32	9	39
2002	33	10	28	18	23	23	27	16	32	17
2003	20	18	40	31	34	19	43	32	34	37
2004	19	14	20	26	16	5	39	17	33	14

## AN OVERVIEW OF OWCA CLAIMS AND SECTIONS' ACTIVITIES, 2000-2004

MEDICAL SERVICES (Section # 3)								
Year	Medical Reimbursements		Independent Medical Exams		Utilization Reviews		Special Reimbursement Consideration Appeal Requests (Outliers)	
2000	54		744		175		99	
2001	56		604		158		117	
2002	84		839		183		130	
2003	145		803		151		186	
2004	324		781		169		100	
Estimated Amounts for Hospital Outliers (Special Reimbursements)								
Year	Hospital Outlier Cases		Billed Amounts		Recommended Reimbursements		Estimated Savings	
2000	99		\$2,445,394.70		\$602,331.15		\$1,843,063.55	
2001	117		\$4,506,901.48		\$669,234.35		\$3,772,471.12	
2002	130		\$6,109,748.11		\$771,708.09		\$5,337,381.00	
2003	186		\$10,003,246.37		\$3,241,751.72		\$7,333,154.18	
2004	100		\$4,354,930.06		\$1,612,030.49		\$3,409,899.57	
Estimated Amounts for Medical Reimbursement Disputed Claims								
Year	Disputed Claims		Billed Amounts		Recommended Reimbursements		Estimated Savings	
2000	54		\$345,060.70		\$249,070.60		\$95,990.10	
2001	56		\$341,928.38		\$132,928.38		\$238,475.51	
2002	84		\$464,917.95		\$309,346.95		\$155,571.00	
2003	145		\$1,257,180.49		\$689,272.61		\$567,910.37	
2004	324		\$1,717,277.02		\$960,541.94		\$765,732.08	
RECORDS MANAGEMENT (Section # 4)								
Year	Forms Reported		Requests for Forms, Brochures & Publications			Records Requests		
2000	69,464		11,970			4,794		
2001	48,302		2,431			3,774		
2002	56,013		268			5,808		
2003	43,690		134			4,247		
2004	40,998		63			4,574		
SECOND INJURY FUND (Section # 5)								
Year	Claims Received	Claims Closed	Decisions Rendered	Claims Pending	Ongoing Claims	Assessment Actual	**Reimbursement	Total Administrative Costs
2000	1,237	935	905	3,324	2,324	\$26,492,322	\$25,508,500	\$427,970
2001	1,188	1,199	422	3,370	2,588	\$29,787,739	\$27,804,479	\$503,095
2002	1,361	1,137	1,260	3,584	2,509	\$33,170,744	\$30,566,375	\$543,165
2003	999	1,166	934	3,398	3,229	\$36,491,115	\$33,098,458	- \$665,250
2004	946	754	777	3,802	2,646	\$40,192,150	\$34,911,465	\$628,124
WORKERS' COMPENSATION FRAUD CLAIMS (Section # 6)								
Year	Investigations Initiated	Investigations Completed	Referrals to Legal & Civil Penalties	Referrals for Prosecution	Arrests & Prosecutions	Referrals for U.I. Fraud	Convictions	Percent of Investigations Completed
2000	3,163	2,496	33	32	16	9	9	79%
2001	2,922	2,672	3	21	10	8	6	94%
2002	4,744	4,287	0	24	14	16	2	90%
2003	2,379	2,262	0	22	11	7	7	95%
2004	2,109	2,020	0	12	15	23	9	96%
WORKPLACE SAFETY (Section # 7)								
Year	Clients Assisted	Facility/On-site Inspections	Seminars, Training & Speaking Engagements	Number of Safety & Health Hazards Identified	Number of Serious Health Hazards Identified	Consultation Inquiries	On-site Visits Conducted	Requests Received for Services
2000	8,654	200	9	1,903	1,622	710	479	267
2001	22,245	576	12	1,983	1,786	783	576	459
2002	62,584	1,093	140	1,611	1,598	2,518	1,093	612
2003	21,565	1,023	1,023	2,414	1,007	1,768	1,023	311
2004	18,422	1,500	149	2,944	1,392	1,236	1,500	618

\* Preliminary

\*\* 2000 Reimbursements are recorded on Fiscal Basis

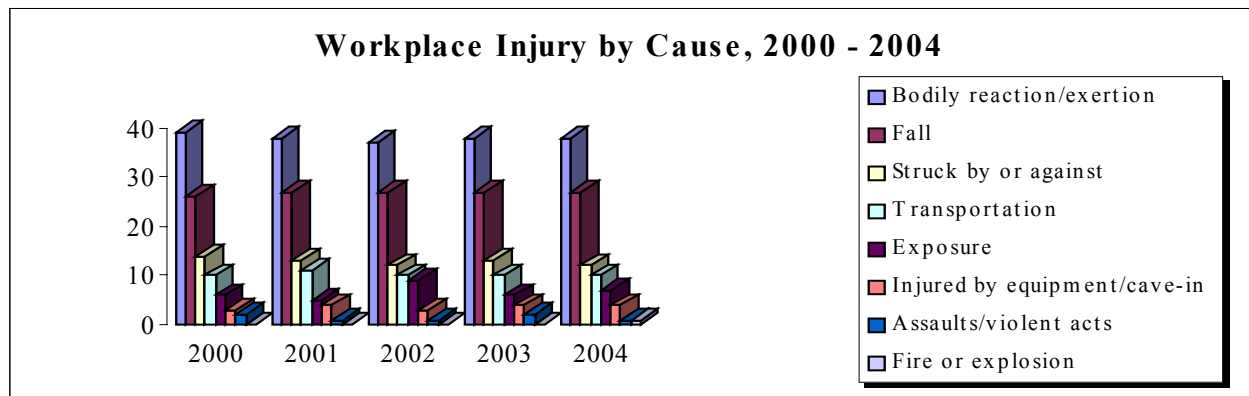
- Prior years administrative expenses are below actual

## STATISTICAL SUMMARY

The OWCA conducted a study of 6,503 disputed claims ([LDOL-WC-1008](#)) that were closed in 2004. The purpose of this analysis was to identify the causes of workplace injuries. The results are reported below.

**Workplace Injury by Cause, 2000-2004**

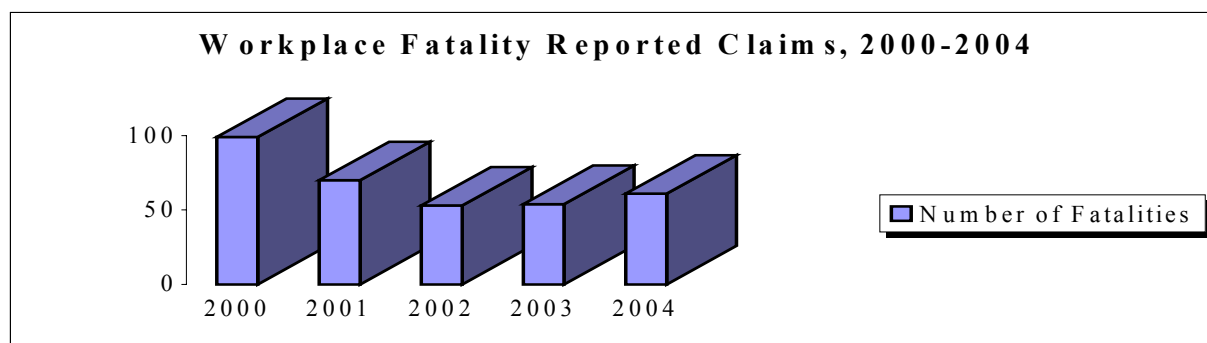
Cause of Injury	2000	2001	2002	2003	2004
Bodily reaction/exertion	39	38	37	38	38
Fall	26	27	27	27	27
Struck by or against	14	13	12	13	12
Transportation	10	11	10	10	10
Exposure	6	5	9	6	7
Injured by equipment/cave-in	3	4	4	4	4
Assaults/violent acts	2	1	1	2	1
Fire or explosion	-	-	-	-	1



Note: Dash (-) indicates there are no claims for this category.

### Workplace Fatality Reported Claims, 2000 – 2004

Year	Number of Fatalities	Percentage of Change from Prior Year
2000	99	14%
2001	70	-29%
2002	53	-24%
2003	54	2%
2004	61	13%



**Note:** The claims reported are workplace fatalities that are compensable under Louisiana's compensation statute. Data were derived from the form LDOL-WC-1007.

The information represents workplace fatalities in instances where:

- death occurred while on the employer's premises and is work-related
- death occurred off the employer's premises and is work-related

Leading cause of fatalities from 2000-2004 is transportation accidents.

## **STATEWIDE DISTRICT DIRECTORY**

### **Baton Rouge Administrative Office**

CHIEF JUDGE SHERAL KELLAR  
OFFICE OF WORKERS' COMPENSATION  
P.O. Box 94040  
1001 North 23<sup>rd</sup> Street  
Baton Rouge, Louisiana 70804-9040  
TELEPHONE: (225) 342-7970  
TELEPHONE: (800) 201-2499  
FAX: (225) 342-4790

### **District 1W**

OFFICE OF WORKERS' COMPENSATION  
DISPUTE RESOLUTION SPECIALIST: Cherry Petho  
9234 Linwood  
Shreveport, Louisiana 71106  
TELEPHONE: (318) 676-5331  
TELEPHONE: (800) 209-7173  
FAX: (318) 676-5332

### **District 1E**

OFFICE OF WORKERS' COMPENSATION  
DISPUTE RESOLUTION SPECIALIST: Camelia Antie  
1908 Stubbs  
Monroe, Louisiana 71201  
TELEPHONE: (318) 362-3078  
TELEPHONE: (800) 209-7321  
FAX: (318) 362-3083

### **District 2**

OFFICE OF WORKERS' COMPENSATION  
DISPUTE RESOLUTION SPECIALIST: Jeanette Dodge  
3724 Government Street  
Alexandria, Louisiana 71302  
TELEPHONE: (318) 487-5966  
TELEPHONE: (800) 209-7329  
FAX: (318) 487-5967

### **District 3**

OFFICE OF WORKERS' COMPENSATION  
DISPUTE RESOLUTION SPECIALIST: Brandy Duhon  
4250 Fifth Avenue, Suite 3  
Lake Charles, Louisiana 70607  
TELEPHONE: (337) 475-4882  
TELEPHONE: (888) 768-8745  
FAX: (337) 475-4884

### **District 4**

OFFICE OF WORKERS' COMPENSATION  
DISPUTE RESOLUTION SPECIALIST: Norene Fusilier  
556 Jefferson St., First Floor  
Lafayette, Louisiana 70501-6947  
TELEPHONE: (337) 262-1057  
TELEPHONE: (800) 209-7174  
FAX: (337) 262-1106

**District 5**

OFFICE OF WORKERS' COMPENSATION  
DISPUTE RESOLUTION SPECIALIST: Audrey Scott  
224 Florida Blvd., Suite 100  
Baton Rouge, Louisiana 70801  
TELEPHONE: (225) 219-4378  
TELEPHONE: (800) 209-7175  
FAX: (225) 219-4377

**District 6**

OFFICE OF WORKER'S COMPENSATION  
DISPUTE RESOLUTION SPECIALIST: Mikal Pippins  
19374 North Third Street  
Covington, Louisiana 70433-8813  
TELEPHONE: (985) 871-1258  
TELEPHONE: (888) 575-6149  
FAX: (985) 871-1264

**District 7**

OFFICE OF WORKERS' COMPENSATION  
DISPUTE RESOLUTION SPECIALIST: Ken Dupre  
2150 Westbank Expressway, Suite 403  
Harvey, Louisiana 70058-4902  
TELEPHONE: (504) 361-6831  
TELEPHONE: (800) 209-7162  
FAX: (504) 361-6843

**District 8**

OFFICE OF WORKERS' COMPENSATION  
DISPUTE RESOLUTION SPECIALIST: Christine Melford  
Amoco Building  
1340 Poydras Street, Suite 1450  
New Orleans, Louisiana 70112-2001  
TELEPHONE: (504) 568-6952  
TELEPHONE: (800) 209-7232  
FAX: (504) 568-8706

**District 9**

OFFICE OF WORKERS' COMPENSATION  
DISPUTE RESOLUTION SPECIALIST: Debra Duplantis  
8026 Main Street, Suite 404  
Houma, Louisiana 70360-3407  
TELEPHONE: (985) 857-3775  
TELEPHONE: (800) 262-1497  
FAX: (985) 857-3781